

**EMERGENCY MANAGEMENT**

# **HANDBOOK**

**GUIDANCE**

**FOR EMERGENCY MANAGERS IN UTAH**

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# Emergency Management Handbook

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# Emergency Management Handbook

## Introduction

### **Overview**

The Emergency Management Handbook presents information necessary to a local emergency manager and provides reference to more detailed publications. While the Handbook is designed primarily for new directors, experienced directors may also find this handbook useful.

### ***Roles and Responsibilities***

#### **Local Government Role:**

**The responsibility for responding to incidents, both natural and manmade, begins at the local level – with individuals and public officials in the county, city, or town affected by the incident.** Local leaders and emergency managers prepare their communities to manage incidents locally. Significant incidents require a coordinated response across agencies and jurisdictions, political boundaries, sectors of society, organizations, etc. These incidents will require that publicly elected and appointed officials, as well as business owners and community leaders, make difficult decisions for the benefit of the community as a whole.

**Local Duties** - The role of the Local Emergency Management Director is of vital importance to the community. The Local Emergency Management Director is responsible to ensure that the community:

- Knows its vulnerabilities, hazards, threats and impacts;
- Plans for any emergencies
- Responds timely and effectively in any emergency
- Conducts recovery operations

The Local Emergency Management Director is responsible for coordinating the various components of the emergency management system: fire, law enforcement, emergency medical services, public works, volunteer groups, state resources, etc. By incorporating the four phases of emergency management: mitigation, preparedness, response, and recovery; the Local Emergency Management Director can effectively respond to all situations that might occur.

There are several core functions a Local Emergency Management Director must perform:

- Identify hazards

- Analyze vulnerability
- Understand the impacts
- Assessment of your capabilities (Develop an Emergency Operations Plan)
- Develop effective relationships
- Improve preparedness
- Coordinate response/recovery activities
- Encourage hazard mitigation
- Develop public information procedures
- Remain current through emergency management training
- Act as coordinator to prepare and develop response plans, an all hazards plan, and a mitigation plan.

**Individual duties** of the Local Emergency Management Director will vary based on the jurisdictions, local concerns, ordinances, and other regulations. The following is a list of the duties typically performed by the local Emergency Management Director:

- Act as the lead point of contact in any emergency situation.
- Develop an Emergency Operating Center (EOC) facility, a protected site from which key local officials control operations.
- Develop EOC staffing and internal procedures to permit key local officials to conduct coordinated operations in emergencies.
- Conduct tests and exercises to give local officials practice in directing coordinated operations under simulated emergency conditions.
- Develop a local government emergency operations plan, outlining what each local agency and supporting group would do in the case of any emergency.
- Establish a system to alert key local officials in the event of an emergency.
- Coordinate and lead emergency communications planning, secure all required equipment, and exercise emergency communications.
- Coordinate with doctors, hospitals, and public/private sector medical personnel to develop emergency medical plans and capabilities, as part of local emergency plans.
- Establish and maintain a shelter system.
- Establish and maintain an emergency public information system and train personnel to utilize it.

- Coordinate with volunteer groups to develop an emergency welfare capability to care for people needing mass care as a result of any emergency.
- Establish and maintain relationships with industry to develop industrial emergency plans and capabilities in support of local emergency plans.
- Assist local operating departments such as the police department, fire department, and public works with their training needs.
- Coordinate and participate in training programs for the public during local emergencies.
- Assist in the establishment of mutual aid agreements to provide needed services, equipment, or other resources during an emergency.
- Prepare, submit, and justify the annual emergency management budget.
- Research available grants, secure matching funds, and other assistance available through Federal programs for Emergency Management.

#### **State Government Role:**

**A primary role of State government is to supplement and facilitate local efforts before, during, and after incidents.** The State of Utah, via the [Utah Division of Emergency Management](#) (DEM), provides direct and routine assistance to its local jurisdictions through emergency management program development and by routinely coordinating in these efforts with Federal officials. States must be prepared to maintain or accelerate the provision of commodities and services to local governments when local capabilities fall short of demands. Under the Stafford Act, States are also responsible for requesting Federal emergency assistance for communities and tribal governments within their jurisdiction. In response to an incident, the State helps coordinate and integrate resources and applies them to local needs.

The state plays three roles: They assist local jurisdictions whose capabilities are overwhelmed by an emergency; they themselves respond first to certain emergencies; and they work with the Federal Government when Federal assistance is necessary.

The State EOP is the framework within which local EOPs are created and through which the Federal Government becomes involved. As such, the State EOP ensures that all levels of government are able to mobilize as a unified emergency organization to safeguard the well-being of State citizens.

The State provides a means of communicating with all emergency managers in one email through a listserve. The email address is [emergencymanagers@list.utah.gov](mailto:emergencymanagers@list.utah.gov). The use of the listserve is to put information out in a timely manner so everyone is able to obtain the same information. Please do not reply to this email, unless you desire all to have it. If you have any questions regarding this listserve, please contact your state liaison.

## **Federal Duties**

When an incident occurs that exceeds or is anticipated to exceed local or State resources – or when an incident is managed by Federal departments or agencies acting under their own authorities – the Federal Government uses the *Framework* to involve all necessary department and agency capabilities, organize the Federal response, and ensure coordination with response partners.

The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies. It establishes a comprehensive, national, all-hazards approach to domestic incident response.

The National Response Framework defines the principles, roles, and structures that organize how we respond as a nation. The National Response Framework:

- describes how communities, tribes, states, the federal government, private-sectors, and nongovernmental partners work together to coordinate national response;
- describes specific authorities and best practices for managing incidents; and
- builds upon the [National Incident Management System \(NIMS\)](#), which provides a consistent template for managing incidents.

Information on the National Response Framework including Documents, Annexes, References and Briefings/Trainings can be accessed from the [NRF Resource Center](#).

## **Tribal Duties**

**Indian Tribal Government: The United States has a trust relationship with Indian tribes** and recognizes their right to self-government. As such, tribal governments are responsible for coordinating resources to address actual or potential incidents. When local resources are not adequate, tribal leaders seek assistance from States or the Federal Government. For certain types of Federal assistance, tribal governments work with the State, but as sovereign entities they can elect to deal directly with the

Federal Government for other types of assistance. In order to obtain Federal assistance via the Stafford Act, **a State Governor must request a Presidential declaration on behalf of a tribe.**

**Tribal EM Role:**

The role of the Tribal Homeland Security/Emergency Management Director is of vital importance to the community. The Tribal Homeland Security/Emergency Management Director is responsible to ensure that the community:

- Knows its vulnerabilities, hazards, threats and impacts;
- Plans for any emergencies
- Responds timely and effectively in any emergency
- Conducts recovery operations

The Tribal Homeland Security/Emergency Management Director is responsible for coordinating the various components of the emergency management system: fire, law enforcement, emergency medical services, public works, volunteer groups, state resources, federal resources, etc. By incorporating the four phases of emergency management: mitigation, preparedness, response, and recovery; the Tribal Homeland Security/Emergency Management Director can effectively respond to all situations that might occur.

There are several core functions a Tribal Homeland Security/Emergency Management Director must perform:

- Identify hazards
- Analyze vulnerabilities
- Understand the impacts
- Assessment of the capabilities (Develop an Emergency Operations Plan)
- Define responsibilities such as “Trust Obligation”, etc.
- Develop effective relationships
- Work to mesh plans to insure interoperability between Tribal Agencies.
- Improve preparedness
- Coordinate response/recovery activities
- Encourage hazard mitigation
- Develop public information procedures
- Remain current through emergency management training
- Act as coordinator to prepare and develop response plans, an all hazards plan, and a mitigation plan.



**EM Individual duties** of the Tribal Emergency Management Director will vary based on the Reservation location, local concerns, ordinances, and other regulations. The following is a list of the duties typically performed by the Tribal Emergency Management Director:

- Act as the lead point of contact in any emergency situation.
- Develop an Emergency Operating Center (EOC) facility, a protected site from which key Tribal officials control operations.
- Develop EOC staffing and internal procedures to permit key Tribal officials to conduct coordinated operations in emergencies.
- Conduct tests and exercises to give Tribal officials practice in directing coordinated operations under simulated emergency conditions.
- Develop a Tribal government emergency operations plan, outlining what each Tribal Department and supporting group would do in the case of any emergency.
- Establish a system to alert key Tribal and Tribal Agency (such as Bureau of Indian Affairs, etc.) officials in the event of an emergency.
- Coordinate and lead emergency communications planning, secure all required equipment, and exercise emergency communications.
- Coordinate with Indian Health Service, doctors, hospitals, and public/private sector medical personnel to develop emergency medical plans and capabilities, as part of Tribal emergency plans.
- Establish and maintain a shelter system.
- Establish and maintain an emergency public information system and train personnel to utilize it.
- Coordinate with volunteer groups to develop an emergency welfare capability to care for people needing mass care as a result of any emergency.
- Establish and maintain relationships with industry to develop industrial emergency plans and capabilities in support of Tribal emergency plans.
- Assist Tribal operating departments such as the law enforcement departments, health, cultural rights and public works with their training needs.
- Coordinate and participate in training programs for the public during Tribal and local emergencies.
- Assist in the establishment of mutual aid agreements to provide needed services, equipment, or other resources during an emergency.
- Prepare, submit, and justify the annual Homeland Security/ emergency management budget.
- Research available grants, secure matching funds, and other assistance available through Federal programs for Emergency Management.

**Tribal Links:**

**Tribes in the state include:**

**Goshute Indian Tribe:** [www.goshutetribe.com](http://www.goshutetribe.com)

Confederate Tribes of Goshute Reservations-Ibapah, UT

**Paiute Indian Tribe:**

Cedar City, UT

**San Juan Southern Paiute Tribe:**

Tuba City, AZ

**Northwestern Band of Shoshone Nation:**

Brigham City, UT

**Skull Valley Band of Goshute Indians:**

Grantsville, UT

**Ute Indian Tribe:** [www.utetribe.com](http://www.utetribe.com)

Fort Duchesne, UT

**Ute Mountain Ute:** <http://www.utemountainute.com/>

Towaoc, CO

**White Mesa Administration:**

White Mesa, UT

**Navajo Nation:** <http://www.navajo.org/>

Window Rock, AZ

**Utah Division of Indian Affairs:** <http://indian.utah.gov/>

**Indian Country Today Website:**

<http://www.indiancountrytoday.com/>

**American Indian News:** <http://www.americanindiannews.org/>

**Indian Circle News:** <http://www.thecirclenews.org/>

## **Principles of Emergency Management**

### ***Prevention/Preparedness***

#### **Plans**

##### **Planning Principles- CPG 101**

[http://www.fema.gov/pdf/about/divisions/npd/CPG\\_101\\_V2.pdf](http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf)

- Must be community-based
- Uses logical, analytical, and defensible problem-solving
- Considers all hazards and threats\
- Depicts anticipated environment for action
- Doesn't need to start from scratch
- Identifies tasks, allocates resources to tasks
- Includes senior officials through the process
- Time, uncertainty, risk, and experience help influence
- Tells community what to do and why
- It is a process to manage risk

#### **Planning Considerations**

- Prevention-actions that reduce risk from human/technological events
- Protection-reduces or eliminates a threat to people and property
- Response-embodies the actions taken in the immediate aftermath of an event to save lives, meet basic human needs, and reduce the loss of property and the effect on critical infrastructure and the environment.
- Recovery-encompasses both short-term and long-term efforts for the rebuilding and revitalization of affected communities.
- Mitigation-focuses on the impact of a hazard, represents the sustained actions a jurisdiction takes to reduce or eliminate long-term risk to people and property.

#### **Grants**

**Responder Knowledge Base (RKB):** <https://www.rkb.us/>. An online reference created to provide Emergency Responders, purchasers, and planners with a trusted, integrated, on-line source of information on products, standards, certifications, grants, and other equipment-related information.

**Emergency Management Performance Grant (EMPG):** The EMPG program provides resources to assist State and local

governments to sustain and enhance all-hazards emergency management capabilities. States have the opportunity to use EMPG funds to further strengthen their ability to support emergency management activities while simultaneously addressing issues of national concern as identified in the National Priorities of the National Preparedness Guidelines. EMPG has a 50 percent Federal and 50 percent State cost-share cash or in-kind match requirement.

**Homeland Security Grant Program (HSGP):** The HSGP provides funding to enhance the ability of State, local and tribal governments to prepare, prevent, respond to, and recover from terrorist attacks and other disasters. The Homeland Security Grant Program (HSGP) is a primary funding mechanism for building and sustaining national preparedness capabilities.

HSGP is comprised of four separate grant programs:

- State Homeland Security Program (SHSP)
- Urban Areas Security Initiative (UASI)
- Metropolitan Medical Response System (MMRS)
- Citizen Corps Program (CCP)

Together, these grants fund a range of preparedness activities including: planning; organization; equipment purchase; training; exercises; and management and administration costs.

**Buffer Zone Protection Program (BZPP):** BZPP provides grants to build security and risk-management capabilities at the State and local level in order to secure pre-designated Tier I and Tier II critical infrastructure sites, including chemical facilities, financial institutions, nuclear and electric power plants, dams, stadiums, and other high-risk/high-consequence facilities.

**Emergency Operations Center Grant Program (EOC):** The Emergency Operations Center (EOC) Grant Program is intended to improve emergency management and preparedness capabilities by supporting flexible, sustainable, secure, and interoperable EOCs with a focus on addressing identified deficiencies and needs. Fully capable emergency operations facilities at the State, local, and tribal levels are an essential element of a comprehensive national emergency management system and are necessary to ensure continuity of operations and continuity of government in major disasters caused by any hazard. This grant program is not intended to fund the construction or renovation of State, local, or tribal Fusion Centers.

**Interoperable Emergency Communications Grant Program**

**(IECGP):** Funding will enable States, Territories, local units of government, and tribal communities to implement their Statewide Communication Interoperability Plans (SCIP) and align to the National Emergency Communications Plan (NECP) to further enhance interoperability. IECGP will also advance near-term priorities established by DEM deemed critical to improving interoperable emergency communications, consistent with goals put forth in the NECP. The IECGP has two priority groups: 1) Leadership and Governance; and 2) Common Planning and Operational Protocols, and Emergency Responder Skills and Capabilities.

**Chemical Stockpile Emergency Preparedness Program**

**(CSEPP):** Improves preparedness to protect the people of certain communities in the unlikely event of an accident involving this country's stockpiles of obsolete chemical munitions.

**Commercial Equipment Direct Assistance Program**

**(CEDAP):** The CEDAP complements the FEMA National Preparedness Directorate's other major grant programs to enhance regional response capabilities, mutual aid, and interoperable communications by providing technology and equipment, together with training and technical assistance required to operate that equipment, to public safety agencies in smaller jurisdictions and certain metropolitan areas. The CEDAP provides equipment, equipment training, and equipment technical assistance to first responder organizations across the Nation. This competitive program is a direct assistance program, not a grant program, and FEMA will provide the equipment and technical assistance directly to the selected jurisdictions.

**Training / Exercise**

DEM Training provides high-quality training to members of the Utah emergency management community, which contributes to the saving of life, prevention of injury, protection of property and preservation of the environment during major emergencies and disasters.

The emergency management Training & Exercise program was created to assist elected and appointed officials, other personnel of County and City governments, and personnel of volunteer organizations and State Agencies to prepare for responding to and recovering from disasters and serious emergencies, particularly those which involve multiple agencies and/or multiple

jurisdictions, and are beyond the resource capability of the local jurisdiction.

The DEM Training Team is authorized by the National Emergency Training Center to deliver in Utah the Field Course Curriculum of the Federal Emergency Management Agency (FEMA). In addition, a training needs assessment is conducted and training is customized to meet the needs of local jurisdictions.

Training is offered at no-or-low cost to all public sector and volunteer organizations with a legitimate connection to emergency management and a desire to enhance their ability to prepare for, respond to and recover from emergencies and disasters.

DEM Training is conducted in the following areas:

- [CSEPP](#)
- [Emergency Management](#)

The State Exercise Officer conducts disaster simulation exercises in all of Utah's twenty-nine counties and many of its cities, and coordinates disaster exercises between the public and private sectors.

DEM also refers and approves applications for training for Utah citizens at the <http://training.fema.gov/EMICourses/> in Maryland, paid for by the [Federal Emergency Management Agency](#) (FEMA), recruiting individuals from numerous jurisdictions throughout Utah.

### **Professional Series of Training**

There is certification in emergency management training available in Utah. DEM offers FEMA certification in the [Professional Development Series](#) and the [Advanced Professional Series](#).

If you have completed the APS courses, you may apply for the certification at <http://publicsafety.utah.gov/emergencymanagement/documents/APSCertificationApplication.pdf>

**Certified Emergency Manager Training (CEM)** is a nationally accredited in training for emergency management through IAEM. <http://www.iaem.com/index.htm>

**Continuity of Operations Training** <https://www.utah.train.org>

**IS 546 Continuity of Operations Awareness Course**

This course introduces students to the concept of continuity planning. The course provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

**IS 547 Introduction to Continuity of Operations**

The course describes the Continuity Management Cycle and how it should be used to develop sound continuity of operations plans.

**G548 Continuity of Operations Planner Course**

This course is designed to provide the skills and knowledge to improve the overall quality and work ability of COOP plans. The primary audience is individuals who have responsibility for COOP planning in their department or agency.

Many other courses are available through the state or FEMA

**Resources**

Local emergency managers need to compile and maintain a list of resources to be used for response/recovery from the potential hazards that could impact their jurisdiction. The Resource Manager module of WebEOC is the recommended tool, as this lists state-wide assets available to all jurisdictions. NIMS typing of resources are required. A resource gap analysis should be done to identify potential resources needed for life safety/recovery. For example, how many generators will be needed during a power outage, how many busses will be needed for an evacuation?

Before going to the State/County for resources, the jurisdiction needs to exhaust all potential resources. The resource plan should address donated goods, other jurisdictions, contracts, MOU/MOA, etc. The following website includes contracts already on state contract for various resources:

<http://generalservices.utah.gov/statewidecontracts/contractsearch.aspx>

Your local procedures need to adhere to your own policies and procedures in purchasing but this may help you in looking at prices and available contracts that could be used.

When requesting resources from the State the preferred method is WebEOC. If a State Liaison is available they can make the

request on your behalf, and of course, a phone call works. Be prepared to provide the basic SALT in your request:

Size

Amount

Location

Time

And remember- if you request a resource, someone has to pay for the resource.

Your resource plan should address staging areas to hold resources such as heavy equipment, teams, and commodities. Staging area locations should be pre-identified and validated through exercises. Plans and procedures to operate a staging area (personnel, equipment such as forklifts/lighttalls) should be developed, trained, and exercised.

Points of Distribution (PODS) are locations to distribute commodities such as food, water, tarps, and ice to support families that are able to stay in their homes. Requests for these FEMA/State resources are made through the State EOC. However, your jurisdiction needs to have a plan in place to receive and distribute the commodities. The plan would include identification of POD locations, POD support (management, communication, commodity flow), staffing and material requirements, setup/deactivation procedures, and of course- procedures to notify the populace.

The State Logistics Section is available to provide assistance in developing your resource management plan.

**Lessons Learned Information Sharing (LLIS.gov)** is the national network of Lessons Learned and Best Practices for emergency response providers and homeland security agencies.  
<https://www.llis.dhs.gov/>

## Protection/Mitigation

Mitigation is the ongoing effort to lessen the impact of natural disasters on people and property. FEMA has designated mitigation as the cornerstone of emergency management. DEM also believes that the best response to natural disaster is to proactively prevent or diminish its impact.

There are a number of programs that directly support mitigation in Utah: the [National Flood Insurance Program](#) (NFIP), the Flood



Mitigation Assistance Program (FMAP) for NFIP insured properties, the Hazard Mitigation Grant Program (HMGP) and the Pre-Disaster Mitigation Program (PDM). Local communities can address mitigation by developing their mitigation plan that assesses their risks and repetitive problems, creates solutions to these problems, and finally by taking action to implement the plan through mitigation strategies. Each of these measures is designed to reduce the vulnerability of local citizens and property at risk. Also included:

- Promote and implement comprehensive sound land use planning based on known hazards.
- Elevate structures or relocate them out of the floodplains.
- Develop, adopt, and enforce effective building codes and standards.
- Use fire-retardant materials in new construction.
- Develop and implement a plan in your business or community to reduce your susceptibility to identified hazards.
- Keep hazardous materials away from vulnerable populations and public water supplies.
- Build it right the first time.
- Purchase flood insurance.
- Develop risk mapping.
- Implement a public education program.
- Develop and maintain highway codes and standards.

## Plans

The State Hazard Mitigation Plan is updated every three years. Copies of the plan are available upon request. For copies of the entire plan, please contact the DEM.

## Grants

[Pre-Disaster Mitigation Program](#) (PDM) will assist communities that have developed mitigation plans through funding to implement mitigation projects. Contact the State Hazard Mitigation Officer for further details.

[Hazard Mitigation Grant Program \(HMGP\)](#) allows for Federal mitigation assistance following a federally declared disaster. Program funding can be directed to technical assistance for planning and identification of hazard mitigation projects, as well as implementation of mitigation projects.

[Flood Mitigation Assistance Program](#) (FMA) provides funds to assist States and communities implement measures that reduce

or eliminate the long-term risk of flood damage to buildings, manufactured homes, and other structures insurable under the National Flood Insurance Program.

### Training / Exercise

Various mitigation courses are offered throughout the year. Classes on debris removal, hazard mitigation, public assistance, and grant management are taught yearly within the state. Check out the [training calendar](#) for the next mitigation course. Many other courses are offered at the Emergency Management Institute. <http://training.fema.gov/>

### Resources

#### [Public Assistance Forms](#)

The State Mitigation team has a **template for a mitigation grant application** they can share with you. Contact their office at 801-538-3400.

### Response

**Points of Distribution (PODS)** are centralized locations identified by the local emergency manager where the public picks up life sustaining commodities such as shelf stable food, water, and tarps. PODS are only used when people can still use their homes for shelter and when food/water is not available; otherwise people will be sent to shelters. In Utah, almost all elementary schools were evaluated by FEMA for POD capabilities: traffic, access, hard stands, etc., and were graded as a Type III (about 150 feet by 300 feet and can take care of 5000 people), Type II (serves 10,000), or Type I (20,000 people). The listing of the evaluated schools can be found on WebEOC, or contact the State Logistics Section. Requests for these FEMA/State resources are made through the State EOC. Local jurisdictions need to have a plan and procedures in place to receive and distribute the commodities. The plan would include identification of POD locations, POD support (safety, security, equipment management, communication, commodity flow), staffing and material requirements, setup/deactivation procedures, and procedures to notify the populace, identify minimum stock levels and restocking procedures (as well as safety equipment and commodity shortfalls) and commodity requirements to reflect post evacuation population.

If your jurisdiction would like training or more information on PODs, please contact the State Logistics Section.

**Documentation for Audit /Cost /Recovery**-contact the State Mitigation Section for more information and worksheets/forms.

## Plans

**State of Utah Emergency Operations Plan** - The [Basic Plan \(BP\)](#) is used to provide emergency management information, broken down by specific activities. It is designed for use prior to an emergency situation, and provides background for emergency responders and managers, specific to appropriate state agencies. The basic plan delineates the requirement for the appropriate state agency, either primary or support, to establish internal guidelines for the execution of each assigned response and/or recovery task. Please request a copy if needed from your state liaison.

**EOC Operations SOP's** - To establish procedures for the organization, staffing, activation and operation of the Utah Emergency Operations Center (EOC) during emergencies, disasters or threatening situations affecting the state which may include acts of terrorism, Wildland and urban fires, floods hazardous material spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other incidents requiring an emergency response.

WebEOC: <https://veocutah.sungard.com/>

## Grants

During the Response Phase, the Preliminary Damage Assessment (PDA) or “windshield survey” should be conducted and the Detailed Damage Assessment (DDA) should follow the PDA as soon as possible.

Only the Governor can request a federal disaster declaration after certifying the expenditure of state, county, and local funds and damage. The local jurisdictions and counties need declare an emergency or disaster as soon as they are overwhelmed by the event. Local governments will be responsible for providing the

State with the necessary documentation to support the request for federal aid.

Training- ongoing availability: <https://www.utah.train.org>

### **Recovery** (*documentation for audit / cost recovery*)

It is difficult to pinpoint exactly when the response phase ends and the recovery phase begins. Generally, it begins when the situation starts to stabilize, sometimes following the response phase but often overlapping. It is categorized as either short-term or long-term.

Local government continues to play an important role during the recovery phase. They are the first line of contact for their citizens. Open lines of communication need to be maintained to enable local concerns and issues are communicated to State and Federal agencies.

- **Damage Assessment**

Damage assessment done during the recovery phase is a continuation and refinement of the assessment begun during Response.

If damage assessment has been approached in a systematic way, costs will be well documented. Federal and state agencies require an audit trail from the approval of the expenditure to the canceled check, and conclusive proof that the work was completed.

- **Disaster Assistance**

When the jurisdiction is affected by a disaster, local officials must respond immediately to provide lifesaving operations, restore vital services, and provide for the human needs of those affected by the emergency. Sometimes local jurisdictions can manage the situation without further assistance, but often the state is asked to supplement local resources. State response can range from coordinating and providing state aid following local government's request, to requesting federal help.

Local government officials will then work with federal and state personnel to determine which recovery programs are appropriate for implementation.

A Governor's request for a declaration can result in three responses from the federal government, each with a different form of assistance. The federal government could:

- Issue a Presidential Declaration of a MAJOR DISASTER which would free all the resources of the federal government for assistance.
- Issue a Presidential Declaration of Emergency which would focus on specific assistance needed to supplement state and local efforts to save lives, protect property, public health, and safety; or lessen the threat of future disaster.
- Provide direct assistance from various federal departments through their own emergency or normal programs without a presidential declaration.

If the President declares an emergency or major disaster, a Federal Coordinating Officer (FCO) will be assigned to coordinate federal assistance. The governor will appoint a State Coordinating Officer (SCO). The SCO is the main liaison between the FCO, State and local officials. Once on the scene, the FCO is responsible for an initial appraisal of needed assistance. The FCO is also responsible for coordinating all the federal agencies and programs involved in assistance. The FCO will operate from the Disaster Field Office (DFO) which is an administrative office established by FEMA at the scene of a Presidentially Declared disaster to work and coordinate with the SCO.

The **Robert T. Stafford Disaster Relief and Emergency Management Assistance Act** provides for federal assistance to state and local governments after a disaster. It provides for the declaration of a disaster by the President, the appointment of coordinating officers, and the utilization of federal resources in the disaster area. The law directs the President to assist states in developing plans and preparing programs for disaster response and mitigation. The Stafford Act has public and private provisions.

If a **Disaster Recovery Center** (DRC) is set up, it will usually be staffed with federal, state, county, and local officials, as well as representatives from the private relief organizations. A DRC is a "one-stop" center because it is designed to bring representatives from various assistance agencies together under one roof. The establishment of a DRC makes it much simpler for disaster victims to get the assistance they need. Getting assistance to individual disaster victims is the first priority in the recovery effort.

Examples of the types of assistance for which individuals may apply are listed below. Please note that not all people are eligible for all types listed.

- Temporary housing
- Unemployment payments
- Low interest loans to individuals, businesses and farmers
- Food stamps
- Individual and family grants
- Legal services
- Crisis counseling
- Veterans' assistance
- Agricultural assistance
- Income Tax counseling
- Red Cross services
- Small Business Administration (SBA) <http://www.sba.gov/>

Not all of these services are always physically represented in the DRC, but when a representative from the program is not in the DRC, telephone numbers and instructions on how to apply for those services will be made available.

Public assistance (infrastructure support) is available to state, county, and local governments, and certain private nonprofit organizations. Under a Presidential disaster declaration, project applications may be approved to fund a variety of projects including: clearance of debris, emergency protective measures, repair of roads, etc., repair or restoration of water control facilities, repair and replacement of public buildings and equipment, repair or replacement of public utilities, repair or restoration of public facilities damaged while under construction, repair or restoration of recreational facilities and parks, and repair or replacement of private nonprofit education, utility, emergency, medical, and custodial care facilities, including those for the aged or disabled.

## Plans

You and your partners in recovery will work together much better if you understand the recovery process and have a general plan for any recovery need. Such a plan should be attached to the preparedness and response plan. Its primary purpose is to spell out the major steps for managing successful recovery. For each

step you will also designate key partners, how to mobilize them and their roles.

The plan should have at least the following seven steps:

- Gather Information
- Organize for Recovery
- Mobilize Resources
- Plan, Administer & Budget
- Regulate
- Coordinate
- Evaluate

Recovering from disasters goes on far longer and usually costs much more than preparedness or response.

During short-term recovery, buildings are repaired and people's immediate needs are met and assistance programs are put into effect. There is no clear cut distinction where long-term recovery begins. Long term and short term recovery are not two distinctly different phases of recovery. Long-term recovery includes everything from complete redevelopment of the disaster area to mitigation efforts to prevent a similar disaster on an on-going basis for years after the emergency.

The Mission of the State Recovery Plan is to establish, organize, and assign the responsibilities required from the state agencies and its political subdivisions to recover from an emergency or disaster. Administer the Federal Disaster Assistance Programs available after a Presidential Declaration of Emergency, Major Disaster, or Incident of National Significance. Supervise the Recovery Branch and all recovery Actions. For a copy of the State Recovery Plan please make a request to your state liaison.

Recovery works to provide disaster assistance to individuals and families through federal disaster assistance programs. Utah's recovery plan is to establish, organize, and assign the responsibilities required from the state agencies and its political subdivisions to recover from an emergency or disaster.

## Grants

[Public Assistance](#) The objective of the FEMA's Public Assistance (PA) Grant Program is to provide assistance to State, Tribal and local governments, and certain types of Private Nonprofit organizations so that communities can quickly respond to and

recover from major disasters or emergencies declared by the President.

Through the PA Program, FEMA provides supplemental Federal disaster grant assistance for debris removal, emergency protective measures, and the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The PA Program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.

The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is split with the subgrantees (eligible applicants).

The most common reason for failure to obtain federal reimbursement for eligible costs is lack of adequate documentation. Documenting a disaster simply means providing evidence or proof of what happened. Expenditure records, time logs of employees work schedules, and photographs of the damage should also be preserved. Photographs of the damage provide the most conclusive evidence. Take pictures of the damage, the repair work, and completed restorations. **You cannot take too many pictures.**

You will have good documentation if you:

- Take pictures of damage and repairs.
- Take notes on damages and repairs.
- Clip and file press reports.
- Record all expenditures including overtime costs, and work schedules.
- Document the location (Lat & Long)
- Get all others to do the same.

[Individual Assistance](#) When the President declares a disaster and authorizes Individual Assistance, FEMA's Individuals and Households Program (IHP) can help homeowners and renters affected by the disaster with housing needs and necessary expenses.



To be considered for IHP housing assistance, the affected home must be the individual's primary residence and it must be located in the disaster area designated for Individual Assistance. To be considered for IHP assistance for necessary expenses or serious needs, the loss must have occurred in the disaster area designated for Individual Assistance. An individual or a pre-disaster member of the household must be a United States citizen, a non-citizen national or a qualified alien.

When a disaster is declared and Individual Assistance is authorized, affected individuals are directed to register with FEMA and to make sure that the information they provide is complete and correct.

Registration can be done in the following ways:

- **Telephone.** Call the toll-free number 1-800-621-FEMA (3362)  
Speech- or hearing-impaired callers can use the TTY number 1-800-462-7585
- **Internet.** Go to [www.fema.gov](http://www.fema.gov)
- **At a shelter or Disaster Recovery Center, via a telephone.** This year, FEMA will begin using mobile registration intake units to will travel to areas where telephone service is not available.

Training / Exercise [www.fema.gov](http://www.fema.gov) or  
<https://www.utah.train.org>

#### Resources

FEMA has resources and tools for Public Assistance including equipment rates, application and forms.

<http://www.fema.gov/government/grant/pa/resources.shtm>

### Additional Recovery Resources

In addition to the American Red Cross, there are other voluntary agencies that provide disaster recovery assistance. Many of them can be contacted through Vermont Emergency Management to the consortium called the Voluntary Organizations Active in Disaster (VOAD). Other agencies and organizations that may provide assistance include:

Local faith-based organizations  
Service organizations

Professional societies & organizations  
Local businesses  
Existing community organizations  
(thrift shop, volunteer coordinator, community action agencies) or  
AmeriCorps  
Hospitals & Clinics  
Labor Unions  
Regional Planning Commissions

As the local EMD, you can improve the effectiveness of community recovery by doing the same thing that you can do in Response – Plan for it and Involve as many partners in the effort as possible.

## **Professional Development**

### **Education:**

An education in emergency management develops the knowledge, skills and abilities needed for leadership including strategic planning, resource management, legal issues and personnel management in addition to basic emergency management concepts and strategies.

Emergency management degree programs are becoming more available in universities and schools across the United States. You can now find accredited programs for emergency and emergency management certificate programs as well, including undergraduate and graduate degree options; both classroom and online options are available.

### **Training:**

Professional Development Series (PDS)

The Professional Development Series includes seven Emergency Management Institute independent study courses that provide a well-rounded set of fundamentals for those in the emergency management profession. Many students build on this foundation to develop their careers.

Students who complete all the courses will receive a PDS Certificate of Completion.

The courses, in recommended order of completion, are:

#### ***IS-230.a Fundamentals of Emergency Management***

Understanding the fundamental principles and practices of emergency management provides a framework for the future professional growth of every emergency manager and responder. This course is designed to

provide a basic framework of understanding of emergency management in the following areas:

- Overview of the Integrated Emergency Management System
- The emergency management cycle
- The Plan as program centerpiece
- Planning and coordination
- Functions of an emergency management program
- Emergency management program participants
- Applying emergency management principles

### ***IS-235 Emergency Planning***

Being able to use all the basic elements of the planning process gives emergency managers, planners and other stakeholders a basis for working together to shape the community's disaster response to all types of hazards and problems. This course is designed to prepare planners to use the standard terminology and concepts of a properly structured Emergency Operations Plan in the following areas:

- The planning process
- Hazard analysis
- The basic Plan
- Annexes and appendices
- Implementing instructions

### ***IS-242 Effective Communication***

Being able to communicate effectively is a necessary and vital part of the job of every emergency manager, planner, and responder. This course is designed to improve your communication skills. It addresses:

- Basic communication skills
- How to communicate in an emergency
- How to identify community-specific communication issues
- Using technology as a communication tool
- Effective oral communication
- How to prepare an oral presentation

### ***IS-241 Decision Making and Problem Solving***

Being able to make decisions and solve problems effectively is a necessary and vital part of the job for every emergency manager, planner, and responder. This course is designed to improve your decision-making skills. It addresses:

- The decision-making process
- Decision-making styles
- Attributes of an effective decision maker
- Ethical decision making and problem solving

### ***IS-240 Leadership and Influence***

Being able to lead others – to motivate them to commit their energies and

expertise to achieving the shared mission and goals of the emergency management system – is a necessary part of the job for every emergency manager, planner and responder. This course is designed to improve your leadership and influence skills. It addresses:

- Leadership from within
- How to facilitate change
- How to build and rebuild trust
- Using personal influence and political savvy
- Fostering an environment for leadership development

### ***IS-244 Developing and Managing Volunteers***

This course is for emergency managers and related professionals working with all types of volunteers and coordinating with voluntary agencies. The course provides procedures and tools for building and working with voluntary organizations. Topics include:

- Benefits and challenges of using volunteers
- Building a volunteer program
- Writing job descriptions
- Developing volunteers through recruitment, placement, training, supervision and evaluation
- Coordinating with voluntary agencies and community-based organizations
- Special issues including spontaneous volunteers, liability, and stress

### ***IS-139 Exercise Design***

Emergency managers, emergency services personnel, and individuals who are part of the emergency preparedness and response communities at all levels need to be able to use the fundamentals of exercise simulation and design as an integrated system of resources and capabilities. This course is designed to develop their exercising skills in the following areas:

- Comprehensive exercise program
- The exercise process
- Exercise design steps
- Tabletop, Functional, and Full-scale exercises
- Exercise evaluation
- Exercise enhancements
- Designing a Functional exercise

## **Advanced Professional Development Series**

This new series emphasizes applied skills in disaster operations, alongside of and building on Professional Development Series management and coordination skills.

### **Required Courses**

*EOC Management and Operations, G775 or EOC Management and Operations IS775*

*Incident Command System/Emergency Operations Center Interface, G191*  
*Rapid Assessment Workshop, G250.7*  
*Recovery from Disaster, the Local Government Role, G270.4*  
*Mitigation Planning Workshop for Local Governments, G318*

**Elective Courses** (choose any 5)

*Donations Management Workshop, G288*  
*Multi-Hazard Emergency Planning for Schools, G362*  
*Emergency Planning and Special Needs Populations, G197*  
*NIMS Resource Management, IS-703 (Independent Study)*  
*Debris Management, G202*  
*Mass Fatalities, G386*  
*Flood Fight Operations, G361*  
*Emergency Management Operations Course for Local Governments, G110*  
*Homeland Security Planning for Local Governments (formerly Terrorism Planning), G408*  
*Community Mass Care Management, G108*  
*Evacuation and Re-entry Planning, G358*  
*Basic Public Information Officers, G290*  
*Hazardous Weather and Flood Preparedness, G271 or Anticipating Hazardous Weather and Community Risk, IS271 (Independent Study)*  
*Warning Coordination, G272*  
*Homeland Security Exercise and Evaluation Program (HSEEP) E/L/G 146 or Homeland Security Exercise and Evaluation Program (HSEEP) Train the Trainer E/L/G 147*

**Certifications:**

The CEM designation is an internationally recognized program that certifies achievements within the emergency management profession.

CEM(r) and AEM certification is a peer review process administered through the International Association of Emergency Managers.

**Associations:**

There is an association for nearly every trade, profession, or cause that you can think of. Emergency management is no exception. Within a professional society, individuals learn the latest information about their profession, and share common issues and problems.

**IAEM: International Association of Emergency Managers**

**(<http://www.iaem.com/>)**

The International Association of Emergency Managers, which has more than 5,000 members worldwide, is the premier international organization of emergency management professionals. IAEM

is a non-profit educational organization dedicated to promoting the "Principles of Emergency Management" and representing those professionals whose goals are saving lives and protecting property and the environment during emergencies and disasters.

IAEM provides information, networking and professional development opportunities to advance the emergency management profession.

### **NEMA: National Emergency Management Association**

(<http://www.nemaweb.org/>)

NEMA is the professional association *of and for* emergency management directors from all 50 states, eight territories, and the District of Columbia. NEMA provides national leadership and expertise in comprehensive emergency management; serves as a vital emergency management information and assistance resource; and advances continuous improvement in emergency management through strategic partnerships, innovative programs, and collaborative policy positions.

NEMA is the source of information, support, and expertise for emergency management professionals at all levels of government and the private sector who prepare for, mitigate, respond to, recover from, and provide products and services for all emergencies, disasters, and threats to the nation's security.

### **UEMA: Utah Emergency Management Association**

(<http://uemaonline.net/>)

UEMA is Utah's professional emergency management association. UEMA is your local source of information, support, and expertise related to emergency management. UEMA hosts an annual conference and awards luncheon, produces a monthly newsletter, provides webinars and maintains a website archive of past news, documents and peer contact information.

### **ACP: Association of Contingency Planners**

(<http://www.acp-international.com>)

ACP is the premier, organization for business continuity professionals. Known for its progressive programs, workshops and symposiums, the organization has become a unifying force in defining and leading the continuously evolving fields of business continuity, disaster recovery, and emergency response (the "profession").

## Toolbox

### Legal

Local - contact your local county or city attorney for rules regarding payroll, emergency purchasing

#### State

##### [Utah Code](#)

The [Statewide Mutual Aid Act](#) establishes resource sharing among participating political subdivisions that provide public safety service. The Utah's Statewide Mutual Aid rules are in the process of being formally adopted by a committee. The draft rules can be found here: [Statewide Mutual Aid](#)

The Utah [Disaster Recovery Aid](#) act establishes a fund to be used for state declared disaster events to reimburse state agencies for costs incurred to respond to the event. The Disaster Recovery Act has been passed by the Legislature. However, at this time, the Recovery Act is in need of some clarification of the legislation. No rules have been formally adopted to go along with this Legislation. It is still being worked on.

#### Federal

Stafford Act - Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288, as amended 2007. This Act constitutes the statutory authority for most Federal disaster response activities especially as they pertain to FEMA and FEMA programs  
[http://www.fema.gov/pdf/about/stafford\\_act.pdf](http://www.fema.gov/pdf/about/stafford_act.pdf)

The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Each

volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

[http://www.access.gpo.gov/nara/cfr/waisidx\\_00/44cfrv1\\_00.html](http://www.access.gpo.gov/nara/cfr/waisidx_00/44cfrv1_00.html) Directives, Post Katrina Emergency

Management Act:

[http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109\\_cong\\_public\\_laws&docid=f:publ295.109.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109_cong_public_laws&docid=f:publ295.109.pdf)

#### Planning

[http://www.fema.gov/pdf/about/divisions/npd/CPG\\_101\\_V2.pdf](http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf)

#### Declaration Process

[http://www.fema.gov/rebuild/recover/dec\\_guide.shtm](http://www.fema.gov/rebuild/recover/dec_guide.shtm)

Grants - [www.fema.gov/government/grant/index.shtm](http://www.fema.gov/government/grant/index.shtm) or <http://grants.gov/>

#### Training / Conferences / Exercises

<http://publicsafety.utah.gov/emergencymanagement/>

#### Forms / Templates

The Incident Command System (ICS) is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to enable effective and efficient domestic incident management. [ICS Forms](#)

Click here for forms to be completed for Public Assistance. [PA forms](#) / project worksheets

#### Media - The Public Information Officer

The Public Information Officer has various duties in both emergencies and non-emergencies. A PIO's day-to-day duties include communicating within his/her agency, promoting his/her agency through the media and social media, creating Emergency Public Information response plans and procedures, educating the public, and participating in the Joint Information System.



In an emergency event, the PIO is responsible for communicating with the public, media, social media and/or coordinating with other agencies, as necessary, with incident related information requirements. That communication entails gathering, verifying, and disseminating Emergency Public Information in an accurate and timely manner.

The PIO is responsible for developing and releasing information about the incident to the news media, incident personnel, and other appropriate agencies and organizations. These duties occur within the Joint Information System and the Joint Information Center.  
<http://www.fema.gov/library/viewRecord.do?id=3095>

#### The Joint Information System

The Joint Information System is simply a network of PIOs from multiple agencies and jurisdictions sharing and coordinating public information, whether formally or informally, to ensure delivery of accurate and timely information the public needs and wants. Participating in the JIS requires forming relationships with fellow public information officers, compiling contact information for those PIOs, and freely communicating issues that arise that may affect other agencies and jurisdictions.

The JIC is a central location that facilitates operation of the JIS. It is a location where personnel with public information responsibilities perform critical emergency information functions and crisis communications. If possible, it is advised to have location(s) identified that could be used as a JIC before an incident occurs; ideally, in close proximity to, but not in the same building as, the EOC. It is important that these locations meet the working needs of the PIO function and allow easy access for the media. Once a JIC has been identified, it is recommended to have appropriate equipment and other resources, including volunteer personnel, available and operational. The PIO should develop standard operating procedures on the actual use of the JIC and the equipment and staff that may be needed.

PIO training is available through the Utah Division of Emergency Management. The Basic PIO class is taught three to four times each year by seasoned PIOs with experience as members of the news media and as public

information officers. Information about upcoming courses is available at the DEM's training [website](#).

The PIER System is an all-in-one, web-based solution for crisis communications management, mass notification, public and media relations, employee communications, business continuity and more.

Utah DEM's PIER site: <http://utahemergencyinfo.com>

Corporate site: <http://www.piersystems.com/go/site/1533/>

For more information follow these links for documents and training:

[http://www.fema.gov/library/file;jsessionid=914C7A19D3CDED24B97399349CF8198E.WorkerLibrary?type=publishedFile&file=basic\\_guidance\\_for\\_pios\\_final\\_draft\\_12\\_06\\_07.pdf&fileid=aa3de3b0-acd0-11dc-9779-001185636a87](http://www.fema.gov/library/file;jsessionid=914C7A19D3CDED24B97399349CF8198E.WorkerLibrary?type=publishedFile&file=basic_guidance_for_pios_final_draft_12_06_07.pdf&fileid=aa3de3b0-acd0-11dc-9779-001185636a87)

<http://training.fema.gov/EMIWeb/IS/is250.asp>

## **Resources**

### ***Web EOC***

Incident Manager® Powered by WebEOC®. Incident Manager is a communication and incident action logging tool provided at no charge to emergency managers in State Departments, counties and cities throughout Utah. This tool is designed to make crisis information universally available to authorized users everywhere. More important, it is a tool that can be customized based on local requirements while affording agencies the ability to link to a wide assortment of different systems. Incident Manager can be used during the planning, mitigation, response and recovery phases of any emergency. It can also be used by agencies during day-to-day activities to manage routine, non-emergency related operations. Access can be obtained at

<https://veocutah.sungard.com/> with permissions granted by the system administrator. The administrator can be contacted through the main Division of Emergency Management front desk: 801.538.3400 by visiting <http://utahemergencyinfo.com> and clicking "contact us" or by [clicking here](#).

**State EOP** is available upon request from the State at 801-538-3400.

**Utah Search and Rescue Team (USAR)** - [www.ucssar.org/](http://www.ucssar.org/)

**EOD Team** is a statewide task force resource: to ensure that equipment, training, and other resources are allocated to the eight accredited public safety bomb squads in order to coordinate with the appropriate state, local, and federal resources in an integrated response to the explosive, chemical, or incendiary devices defined under Subsection 76-10-306(1). The Utah Bomb Squad Task Force is an example of an "emergency responder" as defined under Subsection 53-2-502(4).

Statewide Task Force consists of:

- Davis County Sheriff's Office (801-451-4150) (Davis, Weber and Morgan counties)
- Utah State University (435-797-1939) (Cache, Box Elder and Rich counties)
- Salt Lake County Fire Department (801-743-7100)
- Salt Lake City Police
- West Valley City Police / Fire Departments
- Provo City Police Department
- Utah County Sheriff's Office (801-851-4100)
- St. George Police Department (435-643-5000)

[www.uaemt.org/uploads/EMT\\_Instructors BOMB SQUAD I NFO.ppt](http://www.uaemt.org/uploads/EMT_Instructors_BOMB_SQUAD_I_NFO.ppt)

### **Emergency Management Accreditation Program (EMAP)**

The State of Utah, through the Division of Emergency Management, is one of the EMAP nationally accredited jurisdictions. Utah has been accredited since June 2007. EMAP is an independent non-profit organization that assures that a jurisdiction meets certain criteria, set out in the *Emergency Management Standard* that describes elements an emergency management program should have in place to be prepared for the hazards and threats of the area. The Standard establishes the minimum acceptable performance criteria for an emergency management program. The accreditation process includes an annual self-assessment of 63 standards and an on-site reaccreditation assessment every five years by an out-of-state team of emergency management professionals. <http://www.emaponline.org/>

## Partners

Here are links to some of our partners:

### Utah Emergency Management Association



### Red Cross



<http://www.utahredcross.org/index.asp?IDCapitulo=I2OD6QV708>

### Department of Health



### National Guard

<http://www.ut.ngb.army.mil/html/>

### Public Education and Outreach

[Be Ready Utah](#) The Utah Department of Public Safety is making a focused effort to make all Utah residents more aware of a state-wide program, known as Be Ready Utah, is intended to prepare residents for any disaster that may affect them.

Be Ready Utah, a state-wide campaign launched in 2006 under the direction of Governor Jon M. Huntsman, Jr., is an emergency preparedness initiative for individuals, families, neighborhoods and

communities, including schools and businesses, throughout Utah communities.

CERT is a 24 hour training program that prepares you to help yourself, your family, and your neighbors in the event of a disaster.

During an incident, emergency service personnel may not be able to reach everyone right away. By being trained in CERT, you will have the skills to help emergency responders to save lives and protect property

**2-1-1.** If someone is not sure of the name of a volunteer program, a human service agency, or need current contact information for them, it is appropriate to call 211.

211 helps access resources for:

- Basic Human Needs: food banks, clothing , shelters
- Physical and Mental Health: support groups, counseling, drug and alcohol intervention and rehabilitation
- Employment: job training, education programs, employment counseling
- Older Americans and Persons with Disabilities: adult day care, Meals on Wheels, respite care, home health care
- Children, Youth, and Families: Head Start, mentoring, tutoring, protective services
- Volunteer Opportunities
- Donations to appropriate programs
- And much more

Emergency Managers can utilize this existing call center for issues such as disseminating shelter, donation or volunteer information.

2-1-1 is reached by dialing 211 on most any phone or

801.978.3333. Their website is

<http://www.informationandreferral.org> and e-mail can be sent to the Director through [211@csc-ut.org](mailto:211@csc-ut.org)

### **Volunteers and Donations Management**

*Donations* – At the time of this release of the Emergency Management Handbook donations are managed through several Utah VOAD organizations. The Salvation Army and Deseret Industries are capable of accepting and managing day-to-day and some emergency donations that are classified as “used.” Quality donations can be processed by the Utah Food Bank, LDS Humanitarian Services, and other UVOAD members.

The State of Utah and the UVOAD are in the process of entering into an agreement with the Aidmatrix Foundation. The software application, Aidmatrix, provides a portal through which quality donations can be requested and offered. Donors and recipients use this service at no charge. The State will provide a means by which donations can be administered or matched on a daily basis and in a disaster. Such matching will streamline donations management in a disaster and may reduce some warehousing requirements.

The State of Utah does not have a process in place to manage financial donations. Potential donors should be encouraged to donate to UVOAD organizations or their National/Corporate level offices.

#### [FEMA – Developing and Managing Volunteers](#)

**Volunteer Centers** – Emergency Managers are encouraged to cultivate a relationship with a local volunteer center manager. The Utah Commission of Volunteers and DEM work together to support and sustain daily and emergency volunteer programs and activities through these center managers who can be found at Utah Commission of Volunteers: <http://volunteers.utah.gov/> These coordinators have access to volunteer registries (Points of Light, volunteer solutions, Utah Volunteer Registry) and can assist in posting volunteer opportunities and matching volunteers to those postings.

#### **Citizen Corps**



<http://citizencorps.utah.gov/>

**Utah VOAD** This list is being updated by the UVOAD and will be reflected at <http://www.uvoad.utah.gov/>





Utah Department of  
**Agriculture**  
and Food

<http://ag.utah.gov/>

### **Federal Resources**

[Hill Air Force Base](#)

Emergency Management Assistance Compact [EMAC](#)

### **Special Needs**

Special Needs Registry: <http://www.specialneedsutah.org/>

### **Acronyms**

FEMA FAAT book

[http://www.fema.gov/pdf/plan/prepare/faatlist07\\_09.pdf](http://www.fema.gov/pdf/plan/prepare/faatlist07_09.pdf)

### **Definitions**

**CERT** is a 24 hour training program that prepares you to help yourself, your family, and your neighbors in the event of a disaster.

**Citizen Corps** is a national program that provides standards and organization for emergency management related volunteerism. Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Fire Corps, VIPS are the pillar programs of the Citizen Corps. Citizen Corps Councils are organized at State and local levels to work with emergency management professionals to leverage volunteers in all phases of emergency management.

**Cost Recovery**-Recoupment of the purchase price of a capital or qualified asset through depreciation over a prescribed period.

**Donations** – Financial donations are usually preferred in time of disaster as the donation can be applied to the area and in the way most needed.

**Long term recovery**-may continue for a number of months or years, as the community returns to pre-emergency conditions. Examples are: debris clearance, contamination control, disaster

unemployment assistance, temporary housing, and facility restoration.

***Points of Distribution-*** are locations to distribute commodities such as food, water, tarps, and ice to support families that are able to stay in their homes.

***Short term recovery-*** defined as restoration of vital services and facilities to minimum standards of operation and safety. Examples are: sheltering, feeding, and life comforting efforts.

### **Special Needs Registry**

The Utah Special Needs Registry (SNR) was developed to assist local emergency managers in their efforts to plan for and respond to the needs of individuals and facilities requiring special assistance in the event of a disaster. It may also be used to assist in mitigating and recovering from events that would endanger these citizens.

The SNR allows individuals as well as facilities housing vulnerable populations to identify themselves, in advance, as potentially needing assistance in a disaster situation. Participating jurisdictions (who have signed a memorandum of agreement with the State) can then evaluate the location and needs of these residents to develop plans and response capabilities.

The registry is managed by the Human Services Branch of the State EOC with the assistance of the Lt. Governor's Special Needs Registry Committee, Weber County Technology Services and the Utah Food Bank's 2-1-1 Information and Referral service.

<https://www.specialneedsutah.org/reg.php>

***Statewide Mutual Aid Compact (SMAC)-*** establishes resource sharing among participating political subdivisions that provide public safety service.

***2-1-1.*** People dial 411 for general information that one might find in the phone book. 211 is specific to health and human services, volunteering, or for general information.

***Unaffiliated and Emergent Volunteers*** will always be a challenge. However, by developing Volunteer Centers and relationships with the media and volunteer partners, the public can be informed of where their volunteer efforts are needed and what to do to help rather than hinder the response and recovery process.



***Utah VOAD*** – Organization with representatives from various non-profit agencies such as: Red Cross, Salvation Army, 7<sup>th</sup> Day Adventist, etc.